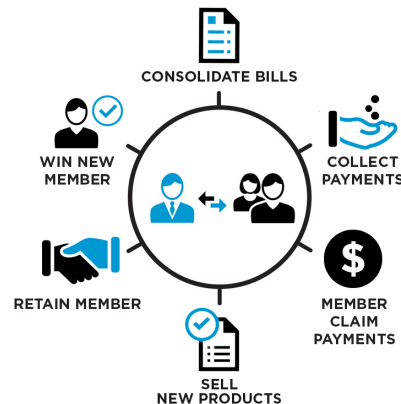


PROVEN METHODS TO RAISE ENROLLMENT, RETENTION AND ROI




Only 56% of members rate their health plan's customer service as good¹, forcing payers to modernize their most frequent member engagements. In response, 90% of insurers are launching new payment systems with a focus on consolidated billing, text message plan payments and real-time claims payments.²



¹ Forrester Research, Inc, "Different Year, Same Health Insurer CX Index Story", June 21, 2018, Aite Group survey of individual health plan members
² Insurance executives responding to Ovum's Global Payments Insight Survey
³ Averages of third-party survey of UP Bill Payment solutions clients
⁴ ACI client list

ACI Worldwide[®], the Universal Payments[®] (UP[®]) company, powers electronic payments for more than 5,100 organizations around the world. More than 1,000 of the largest financial institutions and intermediaries, as well as thousands of global merchants, rely on ACI[®] to execute \$14 trillion each day in payments and securities. In addition, myriad organizations utilize our electronic bill presentment and payment services. Through our comprehensive suite of software solutions delivered on customers' premises or through ACI's private cloud, we provide real-time, immediate payments capabilities and enable the industry's most complete omni-channel payments experience.

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UP[®] BILL PAYMENT[™] SOLUTIONS' DEMONSTRATED SUCCESS HAS RESULTED IN³:

- 25% higher member satisfaction
- 19% less staff time spent on payments
- 18% savings on security and compliance

ACI[®] does more than power electronic payments — we empower business success for 20% of the U.S. health insurance industry.⁴

Blue Cross Blue Shield of Michigan increased convenient payment options from eight to more than 30 by working with ACI. [Read this blog](#) to see how offering easier ways to pay online resulted in fewer call center calls and paying off their internal investment in 10 months.

"ACI's system provides our members with choice, access and convenience that enable Horizon to work more effectively and efficiently to meet their increased billing and enrollment needs."

William Wolfe
 Director of Billing, Enrollment and Implementation
 Horizon Healthcare Services, Inc.

Read how Horizon Healthcare Services increased efficiency and grew enrollment 400% using ACI solutions — aciworldwide.com/healthcare